

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

Applicant(s): J.L. Hellerstein et al.
Docket No.: YOR920010334US1
Serial No.: 09/896,254
Filing Date: June 29, 2001
Group: 3692
Examiner: Nga B. Nguyen

Title: Automated Service Level Management
In Financial Terms

AMENDMENT AND RESPONSE TO OFFICE ACTION

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the new, non-final Office Action dated October 16, 2008, Applicants present the following amendments and remarks for consideration: